

## ▲ From the Secretary

# Friends of Family & Social Services Administration



*Mitch Roob*

**A**s the 2007 session of the General Assembly works its way to conclusion, a number of critical issues impacting the larger “FSSA family” await final action. Many of you and your various trade and professional associations have been working closely with us on specific issues, and I am grateful for

your support and assistance. My focus continues to be on the Governor’s Healthy Indiana Plan. Our successful Statehouse rally last month has energized us and sent an important message to all legislators. Both the immediate and long-term benefits of this plan will impact all of us. By reducing smoking, increasing immunizations and increasing the number of Hoosiers with health insurance, we are truly laying the foundation for a healthier Indiana.

The other critically important issue with universal impact for the FSSA family is the budget. It is still incredible to me that the House of Representatives would pass a budget that includes no increase in Medicaid spending. Although we have made outstanding progress in slowing the growth in Medicaid spending, the pressures of medical inflation and other program costs make it impossible to maintain levels of service without some increased spending. We anticipate that the Senate budget will restore some spending increase for Medicaid, but in the final hours of budget negotiations strange things can happen! I encourage all of you to share your concerns with your Representatives and Senators. The Healthy Indiana Plan is Senate Bill 503 and the budget is House Bill 1001.

In the next edition of the Advisor, we will highlight some of the new legislation and its impact on the FSSA family.

## ▲ Division of Aging

# Governor’s Public Service Achievement Award

**T**he Waiver Operations Unit in FSSA’s Division of Aging was selected for a Governor’s Public Service Award based on the team’s work to reduce the waiting list for waiver services from 3,000 clients to 550 clients over the past year. At the same time the unit’s eight staff members certified 107 new assisted living, adult day service and adult foster care providers as part of the Division of Aging’s Options Program.

The Options Program uses Medicaid funds to allow older Hoosiers to select “options” for long term care based on their personal service needs. The program addressed funding inequities among the different kinds of long term care services provided by the waiver program.

At the same time the staff aggressively promoted alternatives to traditional nursing facility care, such as home health care, adult foster care, adult day services and assisted living.

FSSA Secretary Mitch Roob commented, “I congratulate this outstanding group of employees for their key roles in implementing the Options Program. Thousands of older Hoosiers are now receiving support services because of their efforts. Many of these older Hoosiers are now living in comfortable and appropriate settings that they chose without fear of losing Medicaid benefits. These eight staff members can be proud of their service to our state and its citizens.”

## ▲ Division of Family Resources

# Modernization Implementation Begins

**O**n March 19, the first major step in implementation of FSSA's eligibility modernization project occurred when 1,500 former FSSA staff became employees of the IBM coalition. This employee transition is in preparation for the full implementation of the "new solution" in the first test region surrounding Grant County in September. The FSSA employees were offered positions with the IBM coalition at equal or greater pay and benefits and a promise of no less than two years employment. Out of the employees that were given this option, over 98% chose to transfer to the private employer. Under the modernization plan, 700 employees remain with FSSA primarily to make final eligibility determinations.

The eligibility modernization project will dramatically improve many of the customer service and business processes for both intake and eligibility determination for Medicaid/Hoosier Healthwise, Temporary Assistance for Needy Families (TANF), and Food Stamps. The current system is characterized by burdensome caseloads, high error rates, outdated technology, inconsistency, and a poor record of getting welfare recipients to work. The bottom line is that for the sake of the clients, the FSSA staff, and Hoosier taxpayers, the system had to be changed—business as usual was not acceptable.

The majority of these difficulties is not caused by FSSA workers, but results from an antiquated and broken system. Caseworkers who joined FSSA to help our neediest citizens move towards self-sufficiency are forced to spend most of their time on paperwork and have limited time to give the personal attention their clients require. The current paper-based system causes delays for clients who move from county to county, and limits them to being served by only their specific caseworkers, even in times of emergency.

This eligibility modernization is being implemented by a partnership between FSSA and an IBM-led coalition of national and Indiana experts in human

services, technology, and job training and placement. This new system focuses on self-sufficiency, benefiting from the expertise of national experts on job training and placement efforts that have been successful in other states."

The contract also holds the IBM-led coalition accountable for achieving federally-mandated work participation rates, which will provide significant incentives in improving the job training and placement programs offered to Indiana's public assistance clients.

The project will also update technology to provide increased ways to communicate with FSSA staff such as the internet, extended-hours phone centers and faxes. New technology will reduce errors in processing and allow improved identification of potential fraud.

In addition, segmenting data intake and eligibility determination will allow workers to be more successful than those who now attempt to split their time between information processing and case management.

## ▲ Community Outreach

**S**ince the eligibility modernization contract with the IBM coalition was signed this past December, an aggressive outreach effort to community organizations has been occurring. The Coalition has met with over 75 key stakeholders in individual or small-group meetings held throughout the state. An additional thirteen larger meetings were conducted with over 600 people from other social service organizations attending. The meetings were planned to explain the modernization project and invite organizations to participate through the Voluntary Community Action Network (VCAN).

The VCAN will help meet one of the primary goals of the eligibility modernization project by increasing

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▲ Office of Medicaid Policy and Planning

## Physician Appointed State Medicaid Director

**M**itch Roob, secretary of the Indiana Family and Social Services Administration (FSSA), has appointed Dr. Jeff Wells as director of the Office of Medicaid Policy and Planning. Dr. Wells will oversee an annual budget of \$ 5.2 billion that funds medical services to over 800,000 children and pregnant women from low income families, aged, blind and disabled Hoosiers through 35 different programs.



*Dr. Jeff Wells*

Roob noted, "Jeff Wells brings to FSSA the special combination of a physician's clinical knowledge and the business acumen of a MBA graduate. He has been actively involved in local and national health policy organizations and is a strong advocate for outcomes- based health programs. As a physician, Jeff understands the issues facing the provider community while recognizing the need for fiscal responsibility in managing a multi-billion dollar budget. One of Jeff's first tasks will be the implementation of

the new care management program that will significantly improve the quality of care and health outcomes for the aged, blind and disabled population."

Secretary Roob praised the work of Jeanne LaBrecque as the previous Medicaid Director. "Jeanne LaBrecque served the citizens of Indiana extremely well over the past two years. Through her tireless efforts, we were able to reduce the annual growth of Medicaid spending from 10% to 5% while still serving more Hoosiers. She directed the clean-up of a backlog of 13,000 Medicaid eligibility determination cases as well as the restructuring and seamless implementation of the Medicaid managed care program. Jeanne left a strong foundation for Dr. Wells to build upon in the years ahead."

Dr. Wells has previously worked with Secretary Roob and a national coalition of health officials on the issues of health information technology. He also assisted in formulating Governor Daniels' new medical errors reporting program.

Dr. Wells is a Phi Beta Kappa graduate of Indiana University. He earned his MBA from IU's Kelly School of Business and his MD degree from the IU School of Medicine where he was in the top 10% of his class.

▲ Community Outreach *(Continued from previous page)*

the ways that Medicaid, Food Stamp and TANF clients can interact with FSSA county office staff. As VCAN Access Points, organizations will allow applicants or FSSA clients to use their computers, phones or fax machines for internet applications or other communications regarding their cases. The new methods will give an option to the current system that requires the clients to come to the county office where their specific caseworker is located to

do almost every transaction, including the simplest information updates. If preferred, clients will still be able to personally visit offices, but more convenient options will be available for those who cannot travel to an office.

Organizations interested in more information about VCAN may contact the IBM coalition at [vcan@us.ibm.com](mailto:vcan@us.ibm.com) or at [www.in.gov/fssa](http://www.in.gov/fssa), click on "Eligibility Modernization."

▲ Office of Medicaid Policy and Planning

## Smooth Transition for Medicaid Managed Care

**S**tarting on January 1, 2007, three managed care plans have been available to the 540,000 Hoosier Healthwise (Medicaid) participants. The three plans —Anthem, MDwise and Managed Health Services—each provide statewide coverage, replacing the plan where five managed care plans each operated on a regional basis.

The transition process that began last November was very successful. Of the total 540,000 participants, only 12,000 were assigned to a different managed care provider as the 2007 plans began operations January 1. All other participants were able to remain with their original doctor or have successfully moved to a new plan with a new physician.

The most recent reports show that there are now over 2,300 Primary Medical Providers (PMP is the term used for primary care physicians in a managed health care plan) participating in the three new plans, which is already 69 more PMPs than in the five plans offered for the past two years. The State's new managed care plan allows physicians to contract with more than one managed care company. Currently, 430 doctors have multiple affiliations.

Secretary Roob commented, "These reports confirm a successful transition to the three new Medicaid managed care organizations (MCO). I am especially pleased that the number of medical care providers has actually expanded over past years resulting in an impressive statewide network of physicians. Many of our clients now have more choices of physicians. The introduction of managed care for our Medicaid recipients has benefited our clients by allowing them to have personal physicians who can provide continuity of care. Medicaid recipients receive better medical care, and this managed care model helps control the cost of Medicaid which benefits Hoosier taxpayers."

Mark Fritz, who leads managed care programs for FSSA added, "I am grateful to our managed care partners, MDwise, Anthem, and Managed Health Services, for their hard work during this transition as well as AmeriChoice, our enrollment contractor whose staff interacted directly with the Medicaid clients." He went on to say, "I am also encouraged by the response of the medical community and their willingness to provide health care through the Medicaid system. Our new approach to managed care through three state-wide organizations has offered contract choices to the medical providers and more options for care to our Medicaid clients. With all three managed care organizations operating statewide, we have created a financially sustainable health care system to serve our fellow Hoosiers."

### 2,300 PMPs Participating in Three New Plans





## ▲ Fort Wayne State Developmental Center

# Successful Community-Based Placements Lead to Center Closure

**I**n October, 2005, Mitch Roob, Secretary of FSSA, announced the planned closure of the Fort Wayne State Developmental Center (FWSDC). He explained that the modern care model for persons with developmental disabilities was to move these people out of institutions and into community-based settings. Since that announcement, the staff of Liberty Healthcare, the contract manager of FWSDC, and the team in FSSA's Division of Developmental Disabilities and Rehabilitation, has re-evaluated all 210 residents. Based on these evaluations and in close consultation with families, staff worked with providers to identify the appropriate community-based facilities and the necessary support services. Many of the former residents are now in various sizes and types of group homes.

Secretary Roob noted at the closure announcement, "Across the nation a consumer-driven trend of community-based client care, as opposed to institutional-based care accelerated. Consumers, parents, guardians, advocates and providers have promoted community-based services and support. Services in the community facilitate flexibility individualization and the inclusion of consumers in society."

As the chart shows, the number of residents and corresponding staffing levels have decreased steadily. It is anticipated that all residents will be placed by May 1, 2007. At that time, the FWSDC facilities will become the property of Ivy Tech and Indiana University—Purdue University Fort Wayne whose campuses adjoin the FWSDC.

## ▲ Division of Disability and Rehabilitation Services

# Nation's New Civil Rights Movement Coming to Indy!

**I**NDIANAPOLIS (April 3, 2007)—A new, national civil rights movement is coming to Indianapolis next year. For many Americans, the civil rights movement is a part of history. But for Betty Williams, Darcus Nims, and the Self Advocates of Indiana, the newest chapter in the effort means inclusion for people with developmental disabilities.

To the Self Advocates of Indiana (SAI), oppression is something they are still fighting to overcome, and representatives from across the nation will be in Indianapolis to address that issue. SAI will host the 2008 National Self Advocates Becoming Empowered Conference. More than 1,500 people are expected to attend the sessions designed to help

change perceptions and empower people with developmental disabilities.

SAI began 17 years ago with a mission of organizing people to help people. A group that is comprised solely of adults with developmental disabilities, they were not always taken seriously. Darcus Nims, the founder of SAI, says the group has come a long way.

"When we started Self Advocates of Indiana people told us we were nothing more than a social group, that we would never do anything," Nims said. "Now we are working with the state on policy issues, working in our communities to help people succeed and showing people that people with disabilities

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## ▲ Division of Mental Health and Addiction

# Consumer Services Review Report

**I**n October, 2005, Cathy Boggs, Director of FSSA's Division of Mental Health and Addiction, announced the State's Mental Health Transformation Initiative. She identified four major areas of focus: consumer and family involvement, relationship management,

cross system initiatives and results management. Within the results management efforts, the Consumer Services Review (CSR) is a practice improvement initiative. In order to focus transformation efforts, one of the first activities was to develop a method

of measuring current quality of service in order to establish a baseline by which to measure the impact of transformation on the services for persons with mental health and addiction issues.

Mitch Roob, FSSA Secretary, explained, "This data will provide a baseline upon which we can measure progress in improving the quality of mental health services. It will also be instructive to our providers as they measure their programs against agreed upon and clinically validated criteria. This service review and the implementation of performance based contracts are two key elements of the transformation initiative."

Preparation for the CSR began in January 2006 with the development of two protocols that include indicators by which to measure a consumer's status and progress as well as the performance of provid-

ers. Providers, advocates, consumers and staff from multiple state agencies helped in the design. Approximately 100 people were trained in 2006 to act as reviewers. The first review took place in May of 2006 in Central Indiana. By the end of 2006, 156

adult and 144 child cases from 30 Community Mental Health Centers across the state had been reviewed. Based primarily on interviews with providers, consumers, and family members, the evaluators were able to rate the current status, recent progress and practice perform-

ance against indicators that are consistent with the transformation initiative goals and objectives. As a part of those reviews a total of 851 interviews with service providers, family members, teachers and other acquaintances of the clients were conducted.

The baseline Statewide results indicated some regional variation in the scores regarding system performance for both adults and youth consumers. For example, acceptable system performance for adults ranged from a low of 49% in the northwest region to a high of 90% in the eastern region. The percentage of cases with acceptable system performance for children ranged from 48% in the eastern region to 69% in the northeastern region. Consistent with its intent as a practice improvement initiative, CMHCs are being provided the opportunity for technical assistance to improve performance.

### 4 Major Areas of Focus

- ▶ Consumer and Family Involvement
- ▶ Relationship Management
- ▶ Cross Systems Initiatives
- ▶ Results Management

**NOTE:** Complete copies of the Consumer Services Review 2006 report and other information concerning the Mental Health Transformation Initiative are available at:

<http://www.in.gov/fssa/mental/pdf/CSR%20Baseline%20Report%201.pdf>

## New Civil Rights Movement Coming to Indy!

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have a place, too."

SAI is working closely with the Indiana Family and Social Services Administration's Division of Disability and Rehabilitation Services (DDRS) to guide efforts and increase advocacy awareness.

"One of the state's major guiding principles in providing services to people with disabilities is self advocacy," said Dave Gootee, deputy director of DDRS. "Self Advocates of Indiana has earned our respect and has had a positive impact on types and quality of services they receive. Hosting this national advocacy conference in Indianapolis is a tribute to their hard work and national leadership."

Maribeth Mooney, Community Facilitator for the Indiana Institute on Disability and Community, works with the Self Advocates of Indiana and has been glad to work with DDRS to further the mission of SAI. "SAI really appreciates its close working relationship with the staff at DDRS," Mooney said. "They truly have people with disabilities' best interests at heart."

SAI says the city of Indianapolis was a big sell-

ing point in the proposal to host the conference. Recently, Indianapolis was recognized for the third year in a row as a Top 10 city for disability outreach.

"Self Advocates of Indiana is a powerful demonstration of the important contributions that persons with disabilities make in our city every day," said Juli Paini, director of the Mayor's Office of Disability Affairs (MODA). "Indianapolis is proud

to serve as the setting for the 2008 national conference and looks forward to welcoming attendees as they explore our fine city."

SAI is a 501(c)3 not for profit organization made up of 12 regional groups around the state, working to educate others with developmental disabilities, along with their families and the wider public.



"We want to live in our communities and contribute to our communities," Betty Williams, President of the Self Advocates of Indiana, said. "We want to do the same things other people do. I think this national conference will really help us grow as an organization and help us to bring awareness to self advocacy and why it is important," Williams said. "Self advocacy is first speaking for ourselves and second helping others speak out."

The Self Advocates of Indiana have been in existence since 1990 and have been a 501 (c)3 Not-For-Profit organization since August, 2002. It is the mission of the Self Advocates of Indiana to exist as an organization of citizens who speak out and educate for equal rights, respect and inclusion in the community.

[www.saind.org](http://www.saind.org)

**The Advisor** is the official newsletter of the Indiana Family and Social Services Administration.

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